



BOARD OF COUNTY COMMISSIONERS

Information Technology Department

2725 Judge Fran Jamieson Way
Building C, Room 203
Viera, Florida 32940
Phone: 617-7395

Inter-Office Memo

TO: Frank Abbate, County Manager
FROM: Jeff McKnight, Information Technology Director *jm*
DATE: April 1, 2024
RE: Citizen Efficiency and Effectiveness Recommendation #202423

CEER #2024023 was received by the County from Richard Webb.

Citizen Statement:

1. The phone number does not auto-populate correctly.
2. After working on another suggestion for half an hour, the page cleared to blank as though I had hit the Clear Form button.
3. A Clear Form button should ALWAYS be followed by "Are you sure?"

Citizen Recommendation:

Test your work.

Staff Analysis:

1. The current code does not have an auto-populate feature turned on at this time. There are, however, browser based auto-populate features, such as in Chrome, that may be turned on for this purpose. Implementing an auto-populate feature in this application would not allow users the option to turn off the feature if necessary. The Auto-Populate Feature is a handy tool and can be implemented using most browsers.
2. Pages clearing during an application session could be a result of many variables such as network status, application processes, number of users accessing application, cached commands, computer memory status, computer processor status, browser type, number of browser windows open, as well as other potential components that are involved in opening a webpage. Without specific machine diagnosis, it is impossible to determine why the webpage cleared unintentionally.
3. Losing form data online is frustrating and safeguards, such as the recommendation, are beneficial to users. Currently when the Clear form button is selected a pop-up "Are you sure you want to clear the form?" is displayed thereby confirming the user's action to clear prior to losing data.

This appears to be a very specific request by an end user for an application. Although the end user encountered frustration during the use of a County application, it does not appear that changes to the application would enhance this user's experience.

Recommended Action:

It is recommended that the Board of County Commissioners reject the recommendation.

Recommendation Details

Contact Information

Full Name:	Richard Webb	Email Address:	webb4brevard@gmail.com
Mailing Address:	3184 Lago Vista Dr Melbourne fl 32940	Alt Email Address:	webb4brevard@gmail.com
		Phone Number	321-480-5514
Group/Organization	N/A	Recommendation Information	

Recommendation Title: Fix this page
Areas Affected: This site

Department: INFORMATION TECHNOLOGY
DEPARTMENT

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Problem Description:

Test your work.

Recommendation Description

Attachments

There are no attachments for this recommendation.

Administrative Action

Evaluation